IT Initiative Supplement

February 25, 2010

I. Project Description

Project Title: Upgrade CDS & HMIS to JAVA
Brief Description of the Project Title: Upgrade the CDS/HMIS systems to web-based systems developed in JAVA.

Statewide Priority: 1
Agency Priority: 1
Estimated Completion Date: FY2014
IT Project Biennium: FY2012-13, FY2014
Request Number:
Version:

Agency Number: 6901
Agency Name: **Department of Public Health & Human Services**
Program Number:
Program Name: Intergovernmental Human Services Bureau (IHSB)

A. Type of Project (check all that apply)

Enhancement	X
Replacement	
New	X
O&M	

B. Type of System (check all that apply)

Mid-Tier	
Mainframe	
GIS	
Web	X
Network	
Desktop	

II. Narrative

C. Executive Summary

The CDS/HMIS systems operate as statewide systems supporting a large diverse group of users providing services through many low-income programs. The major system components of Central Database System (CDS) are CIS/Data Warehouse, LIEAP, Energy Audit, Energy Audit Mobile, Energy Share, Energy Education System, CDS SNAP and Homeless Management Information System (HMIS). The CDS system supports the 10 Human Resource Development Councils in the delivery of services to low-income residents of Montana in the critical areas of LIEAP heat assistance, Weatherization, Energy Share, Community Service Block grant programs and many other programs. The Homeless Management Information System (HMIS) is used by Montana service providers such as Emergency Shelters, Transitional Housing and Permanent Supportive Housing so they may have the opportunity of utilizing a Management Information System to track client information and report progress. The CDS and HMIS systems track data that is reported to congress. The systems are very large and continue to function in a dynamic environment necessitating change to support new federal, state and funding source requirements and improvements. The Energy Audit and Energy Education System are web-based systems and any new modules are being developed as web-based. This project is to continue the upgrade process to include the CDS and HMIS system to web-based systems developed in JAVA.

Project Purpose and Objectives:

The Energy Audit, Energy Education and CDS SNAP (Supplemental Nutrition Assistance Program) modules are web-based systems and any new modules are being developed as web-based. This project is to continue the upgrade process to include the CDS and HMIS system to web-based systems developed in JAVA. The purpose of this funding is to provide technical services for the development (including maintenance and enhancements), testing, and database changes, user acceptance, training, creation of manuals, system documentation and project management. The CDS is a very large system and continues to function in a dynamic environment, necessitating change to support new requirements and improvements as required by a myriad of funding agencies which include funders such as Department of Energy (DOE), LIEAP Office of Community Services (OCS), Community Service Block Grant funding, Housing and Urban Development (HUD), Bonneville Power Administration (BPA), Northwestern Energy (NWE). The major system components of CDS are CIS service tracking, LIEAP, Energy Audit, Energy Education System, Energy Share, DWH Survey, SNAP LIEAP Web Services and HMIS modules; and includes data interfaces to eliminate the need for duplicate data entry. Tracking services and related outcomes utilizing National Performance Indicators and related reporting are necessary to meet the Results Oriented Management and Accountability (ROMA) as well as annual congressional reporting. The system ensures that the data that is being captured meets the needs of the (ten) Human Resource Development Councils (HRDC) and the Montana Continuum of Care group.

Technical Implementation Approach:

There are currently a wide range of technologies used. The CDS/HMIS are using an ORACLE databases for all system modules. The CDS, LIEAP and Energy Share and HMIS utilize ORACLE forms and reports. The EA, EES and CDS SNAP modules are web-based systems built with JAVA. ORACLE Discoverer is used for ad hoc reporting for CDS users.

The Energy Audit and Energy Education System and CDS SNAP are web-based systems and any new modules are being developed as web-based. This project is to continue the upgrade process to include the CDS and HMIS system to web-based systems developed in JAVA. The implementation will include Joint Application Design (JAD) sessions, user acceptance, training, creation of manuals, system documentation and project management.

Project Schedule and Milestones:

This is a project that spans three years beginning in 2012 and completed in 2014.

D. Business and IT Problems Addressed

This brings the architecture of the system to alignment and in the end will be cost effective in terms of the maintenance and enhancement of the CDS/HMIS system. It directly addresses the business need of keeping the system operational and in the same technology. The CDS & HMIS systems ensure that Montana meets the federal mandates and funding source requirements.

E. Alternative(s)

Alternatives Considered:

N/A

Rationale for Selection of Particular Alternative:

N/A

F. Narrative Detail

The following federally mandated services are supported and/or provided by the CDS/HMIS systems:
- Intake
- Eligibility
- Service tracking
- Interfacing with external programs to eliminate duplicate data entry
- Outcome tracking
- Customer Surveys
- Weatherization tracking and completion information

- Resource for providing Energy Education to Weatherization households
- Provide client information for the Governor's Warm Homes MT program
- Weatherization prioritization
- Calculate annual LIEAP benefit payment amount
- LIEAP payment calculation and tracking
- LIEAP notice processing
- LIEAP pre-printed applications
- Distribution and disbursement of LIEAP and Energy Share payments
- Provide LIEAP eligibility information to SNAP program
- Energy Share approval and payment tracking
- National Performance Indicator tracking
- Reporting to Federal and State governments
  - Annual Performance Reporting
  - Annual Homeless Assessment Reporting
  - Annual CSBG Information Survey Reporting
  - LIEAP Household Report
  - Energy Conservation Demographic Reporting for DOE
  - Ad Hoc reporting for all funders and legislative requests
  - Reports for Program Officers to monitor contractual compliance
  - E-SNAP quarterly reporting for the Homeless Prevention & Rapid Re-Housing Program
- System security and access control to ensure information remains confidential as necessary.

Funding for the CDS and HMIS in Montana is provided by multiple sources such as Department of Energy (DOE), LIEAP Office of Community Services (OCS), Community Service Block Grant funding, Housing and Urban Development (HUD), Bonneville Power Administration (BPA), Northwestern Energy (NWE). Each funding source has its own set of criteria and meeting their changing needs is a dynamic process.

Timely and knowledgeable operations and maintenance of CDS and HMIS allows IHSB to meet their program objectives. Appropriate management of the project is crucial in providing the opportunity for success and ensuring Montana continues to receive federal and other funding.

III. Costs

G. Estimated Cost of Project:

Estimated Cost of Project	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	Total
1. Personal Services - IT Staff							0
2. Personal Services - Non IT Staff							0
3. Contracted Services			350,000	350000	300,000		1,000,000
4. ITSD Services							0
5. Hardware							0

			FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	Total
6.	Software								0
7.	Telecommunications								0
8.	Maintenance								0
9.	Project Management								0
10.	IV & V								0
11.	Contingency								0
12.	Training								0
13.	Other								0
Total Estimated Costs			0	0	350,000	350,000	300,000	0	1,000,000

Total Funding:

IV. Funding

H. Funding

Total Funding

Fund		FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	Total
1.	03572			297,500	297,500	255,000	0	850,000
2.	03467			35,000	35,000	30,000	0	100,000
3.	03573			17,500	17,500	15,000	0	50,000
4.								0
5.								0
6.								0
Total Estimated Costs		0	0	350,000	350,000	300,000	0	1,000,000

Cash/Bonded:

Bill Number:

V. Cost upon Completion

1. Operating Costs upon Completion

Estimated Cost of Project		FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	Total
1.	Personal Services - IT Staff							0
2.	Personal Services - Non IT Staff							0
3.	Contracted Services			350,000	350000	300,000		1,000,000
4.	ITSD Services							0
5.	Hardware							0
6.	Software							0

7.	Telecommunications						0
8.	Maintenance						0
9.	Project Management						0
10.	IV & V						0
11.	Contingency						0
12.	Training						0
13.	Other						0
	Total Estimated Costs	0	0	350,000	350,000	300,000	0	1,000,000

2. Funding Recap

Total Funding

Fund		FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	Total
1.	03572			297,500	297,500	255,000	0	850,000
2.	03467			35,000	35,000	30,000	0	100,000
3.	03573			17,500	17,500	15,000	0	50,000
4.								0
5.								0
6.								0
Total Estimated Costs		0	0	350,000	350,000	300,000	0	1,000,000

V. Risk Assessment

A. Current IT Infrastructure Risks

1. Current application 10+ years old?   _Yes__
    Date of last major upgrade? Ongoing

2. Current application is based on old technology?   _No__
    If yes, what is the current hardware platform, operating system, and programming languages used to support the application?

3. Is the agency not capable of maintaining the current application with internal technical staff?
                                                                                                _Yes__
    If yes, who supports the application today?

The IHSB does not have the internal staff to maintain the current application. The Centralized Database System (CDS) support agreement covers system maintenance and enhancements necessary for a statewide system.   The Department of Public Health and Human Services (DPHHS), Human and Community Services Division (HCSD), Intergovernmental Human Services Bureau (IHSB), contracted with Northrop Grumman on the development and deployment of a system entitled Central Database System (CDS) and continues with maintenance and enhancement arrangements. Due to the size and complexity of the CDS system, this arrangement has been beneficial to the DPHHS/IHSB and the large group of system users.

4. Other IT infrastructure risks?   __No__
    If yes, provide further detail.

B. Current Business Risks

1. What are the risks to the state if the project is not adopted?

      This risk is minimal, but in the end the cost of supporting the system will be greater.

2. Does the current application meet current business requirements?   _Yes__
    If "no", what specific business functions does the application lack?

C. Project Risk Assessment

1. Describe any major obstacles to successful implementation and discuss how those obstacles will be mitigated.

Table H   Risk Assessment

Description	Severity (H/M/L)	Probability of Occurrence (%)	Estimated Cost	Mitigation Strategy